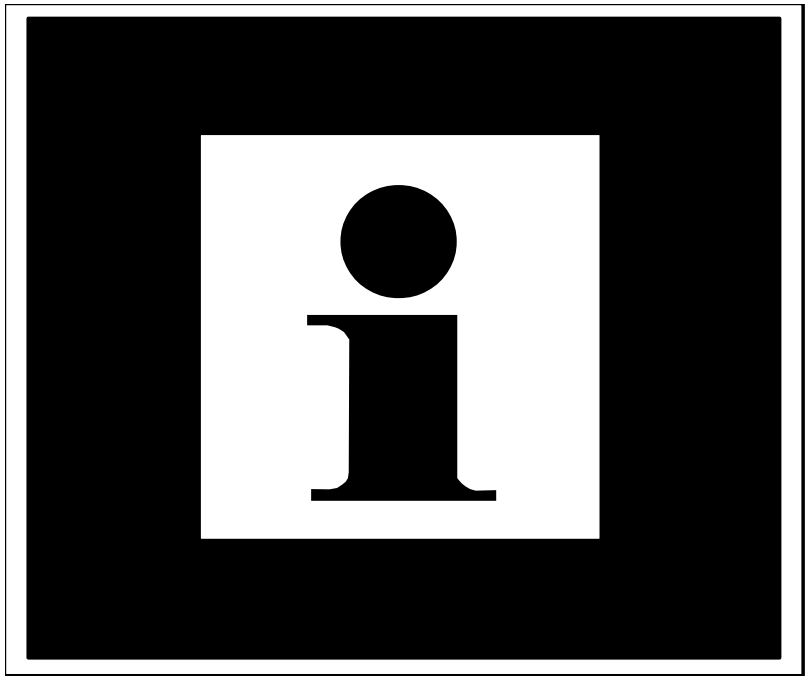
What Should I Do if I Need Help With EPSQ?

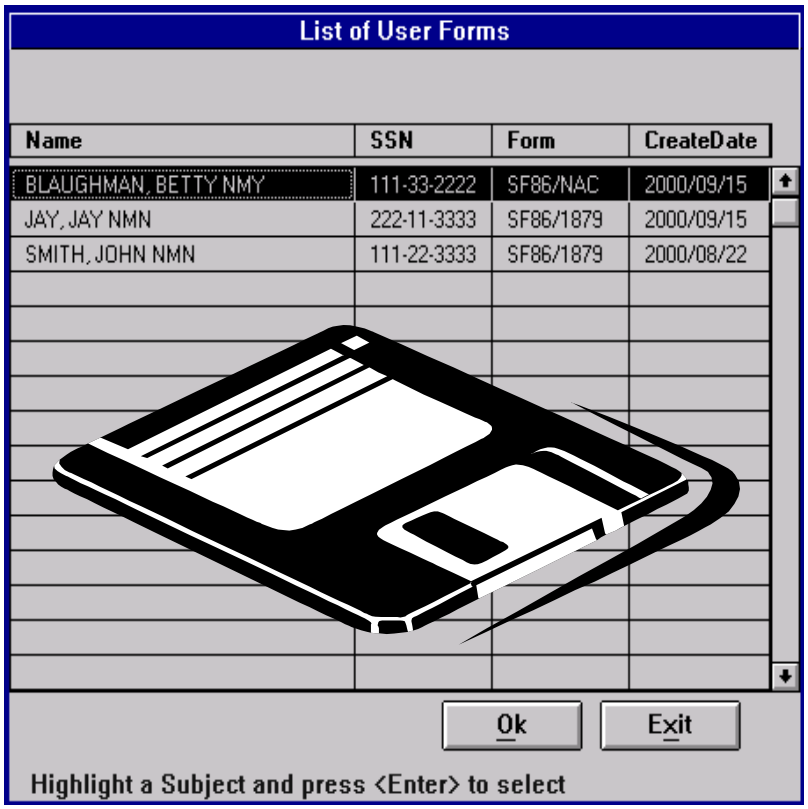


- **Much information regarding EPSQ is available from our Web page - www.dss.mil/epsq. This page includes a link to over 50 EPSQ Frequently Asked Questions, links to detailed “checklist” worksheets, and links to our Instruction Guides that are available for download.**
- **Our Customer Support Center can be reached via e-mail at: epsq_questions@mail.dss.mil, or by telephone at 1-800-542-0237 (Option 1).**

Where Do I Send the Fingerprint Cards and Release Forms?

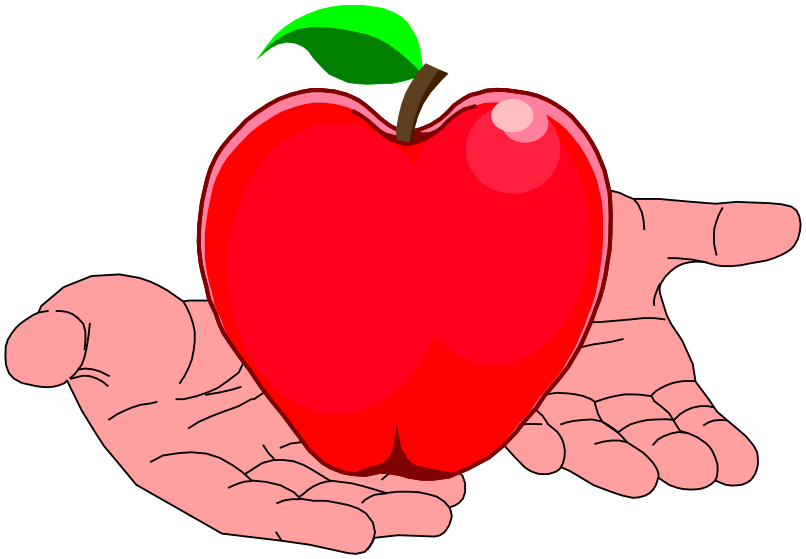
- **U.S. Mail or Overnight Delivery** :
- **National Agency Records Processing Group (NARP)**
- **Defense Security Service**
- **601 10th Street, Suite 125**
- **Ft. Meade, MD 20755-5134**

Files That I Created in EPSQ to a Disk?



- **At a certain point, Security Officer users may wish to remove completed, transmitted EPSQ files from their program. Storing too many files within EPSQ may affect the software's performance; it will certainly cause the file that you wish to locate to be more difficult to find.**
- **We suggest looking under Utilities in EPSQ, and Unloading the files to .cds (Common Data Structure) format. You may then store these files in another media (e.g., on a diskette).**
- **Up to 700 EPSQ .cds files can safely be stored on a single diskette.**

Is There a Mac Compatible EPSQ?



- DSS decided not to release a Macintosh version of EPSQ due to resource limitations. We had to make this decision based on the fact that most of our users are working in a Windows environment.
- We are aware that this may have inconvenienced some potential users.
- In the future, DSS plans to participate in development of a Web-enabled version of EPSQ that would be essentially platform independent. There is, however, no schedule or date for this Web version at present.

Note That EPSQ Requires Entry of Middle Names

Middle names are important!

Could you identify these folks without them?

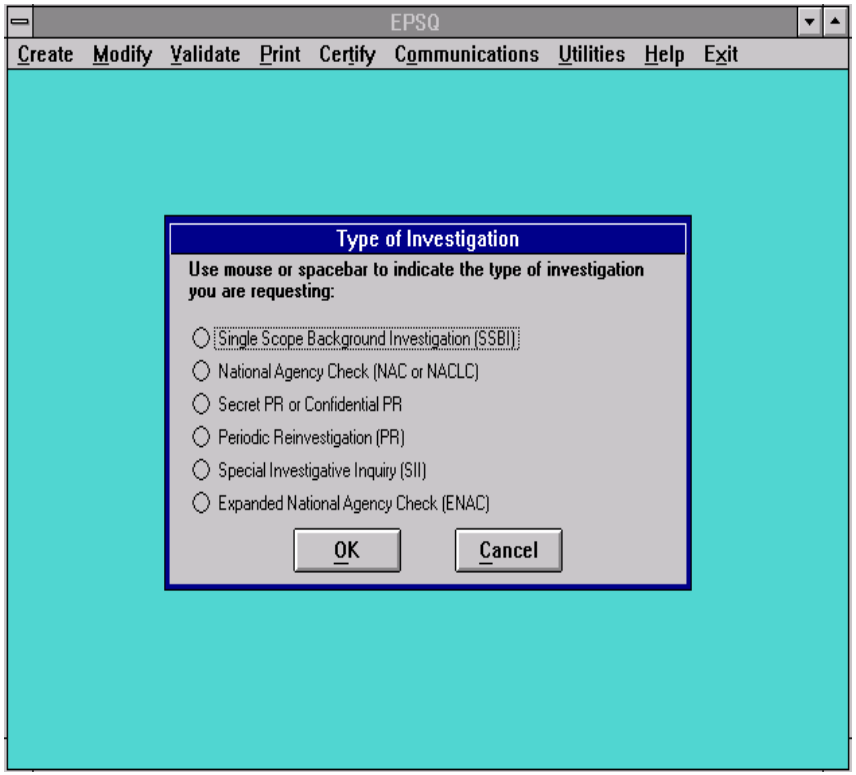
- **John _____ Mellancamp**
- **John ____ Booth**
- **Kathie ___ Gifford**
- **Billie ___ King**
- **William _____ Schaefer**
- **Frank ____ Wright**
- **Lee ___ Rhimes**
- **Stevie ____ Vaughn**
- **Sally _____ Raphael**
- **Tommy ____ Jones**

- Be sure to enter your middle name, and the middle name of all references. If the person does not have a middle name, enter NMN. If you do not know the middle name, enter UNK. If the middle name consists of an initial only, enter the initial.

What if the Form I Need Isn’t on the List to Transmit?

- Be sure that you Validate the User form AND the Security Information to zero errors.
- Be sure to Certify the forms.
- Attempt transmitting again.

The Wrong Type of Investigation was selected


EPSQ
Create Modify Validate Print Certify Communications Utilities Help Exit
Type of Investigation
Use mouse or spacebar to indicate the type of investigation you are requesting:
Single Scope Background Investigation (SSBI)
National Agency Check (NAC or NACLC)
Secret PR or Confidential PR
Periodic Reinvestigation (PR)
Special Investigative Inquiry (SII)
Expanded National Agency Check (ENAC)
OK
Cancel

- **If the wrong investigation type was selected when the form was created, change the Type of Investigation (SSBI, NACLC, PR, etc.) by following these steps:**
  - **1) Log into Security Officer edition.**
  - **2) Go to Create.**
  - **3) Select form type (i.e., SF86).**
  - **4) Select Type of Investigation required.**
  - **5) Type in the SSN, and the same password as already used.**
- **System should ask if you wish to change the investigation type - Select Yes.**